EXHIBIT A

Timothy J. Abeel, Jr., Esquire
Attorney ID #000292008
TIMOTHY ABEEL & ASSOCIATES, P.C.
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East Gate Center, Suite 200
Mt. Laurel, NJ 08054
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ATTORNEY FOR PLAINTIFFS

GRISEL RUSSO AND MARK RUSSO

SUPERIOR COURT OF NEW JERSEY

ESSEX COUNTY

CIVIL ACTION

THOR INDUSTRIES, INC. AND CAMPING WORLD RY SALES

v.

COMPLAINT

- Plaintiffs, Grisel Russo and Mark Russo, are adult individual citizens and legal residents of the State of New Jersey, residing at 310 Mountain Avenue, Caldwell, NJ 07006.
- 2. Defendant, Thor Industries, Inc., is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 601 East Beardsley Avenue, Elkhart, IN 46514, and can be served at this address.
- 3. Defendant, Camping World RV Sales, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 602 Heron Drive, Swedesboro, NJ 08085, and can be served at this address.

BACKGROUND

- 4. On or about December 15, 2018, Plaintiffs purchased a new 2018 Chateau Citation, manufactured and warranted by Defendant, bearing the Serial Number WDAPF4CC5H9722505.
- 5. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

- 6. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$91,316.32. A true and correct copy of the contract is attached hereto, made a part hereof and marked Exhibit "A".
- 7. In consideration for the purchase of said vehicle, Defendant issued to Plaintiffs several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.
- 8. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiffs.
- 9. The parties' bargain includes an express warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.
- 10. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes and is worthless to Plaintiffs.
- 11. During the warranty period, Plaintiffs complained about defects and or non-conformities to the following vehicle components: air conditioner button pushed in, levelers not working, passenger side rear lights need replacing, bathroom fan inoperative, couch slide out leaks on lower right side, bed slide inoperative, GPS/radio dies after 3-4 hours, driver's side traction pad missing, loud rattle in driver's side door, stitching in couch coming apart, window blind inoperative, refrigerator door not sealing flush, screw covers popping off, steps inoperative, awning rear bar snapped, living area roof leaks, major leak in skylight when raining, main water valve at city water severely leaking, vinyl floor lifting while driving, furnace wooden vent not staying on, bedroom slide out and the living room slide out has gaps, bedroom wooden side

panel pops out all the time, bathroom wooden panel pops out all the time, kitchen sink not draining completely, right front hub cap missing, toilet seat screw covers not staying closed, and floors damaged from leaks. True and correct copies of the repair invoices in Plaintiff's possession, are attached hereto, made a part hereof and marked Exhibit "B".

12. The vehicle continues to exhibit defects and nonconformities which substantially impairs its use, value and/or safety.

COUNT I AGAINST THOR INDUSTRIES, INC. NEW JERSEY MOTOR VEHICLE WARRANTY ACT

- 13. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein:
 - 14. Plaintiffs are "Consumers" as defined by N.J.S.A. 56:12-30.
 - 15. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.
- 16. Camping World RV Sales is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.
- 17. On or about December 15, 2018, Plaintiffs took possession of the above mentioned Vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impairs the use, value and/or safety of the vehicle.
- 18. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiffs believe and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

- 19. The nonconformities described violate the express written warranties issued to Plaintiffs by Defendant.
 - 20. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:
- a. If during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modification arranged, installed, or made by the manufacturer or its dealer within 30 days after

the date or original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

- 21. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:
 - a. It is presumed that a manufacturer or dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 24,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
 - b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.
 - 22. Plaintiffs have satisfied the above definition as the vehicle has been subject to repair

more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

- 23. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of three hundred sixty five (365) or more calendar days.
- 24. Plaintiffs have delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.
- 25. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.
- 26. Plaintiffs have been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.
- 27. Plaintiffs have provided Defendant with a final repair opportunity prior to filing the written Complaint.
- 28. Pursuant to N.J.S.A. 56:12-29 et seq, Plaintiffs seek relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorney's fees, and all court costs.

COUNT II AGAINST BOTH DEFENDANTS MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

29. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by

reference as if fully set forth at length herein.

- 30. Plaintiffs have or may have resorted to Defendant's informal dispute settlement Procedure, to the extent said procedure complies with 16 CFR 703.
- 31. Plaintiffs aver that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703, See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).
 - 32. Plaintiffs are "Consumers" as defined by 15 U.S.C. §2301(3).
- 33. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. §2301 (4),(5) and (8).
 - 34. The subject vehicle is a "consumer product" as defined by 15 U.S.C. §2301(1).
- 35. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.
- 36. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.
- 37. Defendant has made attempts on several occasions to comply with the terms of its Express warranties, however, such repair attempts have been ineffective.
 - 38. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

39. Plaintiffs have afforded Defendant a reasonable number of opportunities to conform

the vehicle to the aforementioned express warranties, implied warranties and contracts.

- 30. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suite for such damages and other legal and equitable relief.
- 41. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.
- 42. Plaintiffs aver that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers, and/or alternative dispute provisions ineffective for a failure of consideration.
- 43. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiffs respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III AGAINST BOTH DEFENDANTS UNIFORM COMMERCIAL CODE

- 44. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth as length herein.
 - 45. The defects and nonconformities existing within the vehicle constitute a breach of

contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty of Merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.
- 46. At the time of obtaining possession of the vehicle and at all times subsequent thereto,
 Plaintiffs have justifiably relied upon Defendant's express warranties and implied warranties of
 Fitness for a particular purpose and implied warranties of merchantability.
- 47. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiffs were relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.
- 48. Plaintiffs have incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.
- 49. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

COUNT III AGAINST BOTH DEFENDANTS NEW JERSEY CONSUMER FRAUD ACT

- 50. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.
 - 51. Plaintiffs are "Persons" as defined by J.J.S.A. 56:8-1(d).
 - 52. Defendant is a "Person" as defined by N.J.S.A. 56:8-1(d).

- 53. Defendant's actions surrounding the sale and servicing of the subject vehicle were unconscionable. Defendant's agents also acted with a reckless and callous disregard for Plaintiffs' rights in negotiating and handling Plaintiffs' warranty claims.
- 54. Defendant's actions surround the sale and servicing of said vehicle constitute a unconscionable commercial practice, deception, fraud, false pretense, false promise, and/or misrepresentation. Defendant and its agents acted affirmatively in such a manner as to be an unlawful commercial practice.
 - 55. Defendant acted knowingly with the intent to cause Plaintiffs' reliance thereupon.
- 56. Defendant knowingly concealed, suppressed, or omitted facts material to the transactions at issue, in that Defendant was aware the defect(s)/conditions(s) could not be repaired, and that the ineffectual repairs were performed by incompetent or unqualified individuals. Defendant's failure to verify the defect(s) or conditions(s) constitutes a refusal to perform the repairs under its statutory or contractual obligations.
- 57. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act N.J.S.A. 56:12-34(c) and Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq. as well as a violation of the New Jersey Motor Vehicle Warranty Act.
- 58. Plaintiffs believe and therefore aver that the defect(s) or condition(s) outlined previously is/are an inherent design defect and that as such the Defendant must certify the existence of this defect or condition to the Division of Consumer Affairs. Defendant has failed to file this certification and this failure is a violation of the New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq.

59. Defendant's failure to supply an itemized legible statement of repair is an unlawful practice pursuant to the New Jersey Consumer Fraud Act N.J.S.A. 56:8-2.

60. The act prohibits the aforementioned action of Defendant in the sale and attempted repair of the subject vehicle.

61. Plaintiffs believe and therefore aver the reckless, wanton and willful failure of Defendant to comply with the terms of the written warranties constitutes an unfair method of competition.

62. As a result of Defendant's unlawful conduct, Plaintiffs have and will continue to suffer ascertainable financial loss proximately caused by the Defendant's conduct. Said losses are outlined as follows:

a. Plaintiffs are entitled to a full refund N.J.S.A. 56:8-2.11-12;

b. Plaintiffs' vehicle, given the defect/condition, is worthless;

c. Plaintiffs lost time from work and other money as a result of having to take the vehicle in for the repeated repair attempts;

d. Plaintiffs have been relegated to finding alternative means of transportation while the vehicle was in for repairs and while the vehicle has been in its present condition. As a result, Plaintiff has incurred additional transportation costs; and

e. Plaintiffs have expended sums to maintain, store, insure, register, and other expenses for transportation.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant for compensatory damages, treble damages, attorney fees, costs of suit, and any further relief as the Court may deem just and proper.

TIMOTHY ABEEL & ASSOCIATES, P.C.

By: /s/ Timothy J. Abeel, Jr., Esquire Attorney for Plaintiffs

JURY-DEMAND

Plaintiffs hereby demand a trial by jury as to all the issues

TIMOTHY ABEEL & ASSOCIATES, P.C.

By: /s/ Timothy J. Abeel, Jr.,
Timothy J. Abeel, Jr., Esquire
Attorney for Plaintiffs

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief, I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

TIMOTHY ABEEL & ASSOCIATES, P.C.

By: /s/ Timothy J. Abeel, Jr., Timothy J. Abeel, Jr., Esquire Attorney for Plaintiffs

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiffs are mailing a copy of this Complaint to the Office of The Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on

TIMOTHY ABEEL & ASSOCIATES, P.C.

By: /s/ Timothy J. Abeel, Jr.,
Timothy J. Abeel, Jr., Esquire
Attorney for Plaintiffs

DESIGNATION OF TRIAL COUNSEL

PLEASE TAKE NOTICE that pursuant to Rule 4:25-4, Timothy J. Abeel, Jr., Esq. is designated as trial counsel for Plaintiffs in this case.

TIMOTHY ABEEL & ASSOCIATES, P.C.

By: /s/ Timothy J. Abeel, Jr., Esquire Attorney for Plaintiffs

EXHIBIT "A"

602 HERON DR

SWEDESBORO, NJ 08085

800-889-8923

The front and reverse eldes of this document constitute a binding purchase contract, not a warranty, between Buyer(s) and Dealer only, Buyer(s) understand and acknowledge that Dealer is a separate and distinct entity from, and not the principal or agent or any manufacturer(s) of the Unit (as defined below). Buyer(s) further understand that any references herein to manufacturer(s) are for the purpose of generally explaining and distinguishing the manufacturer(s) from Dealer. Buyer(s) understand that no manufacturer(s) can make any representation, agreement, inducement, or warranty, which is binding upon or enforceable ageinst Dealer. Further, this Agreement is not binding upon Dealer unless and until signed by Dealer, and such algued Agreement will constitute the entitle, final and binding contract between Buyer(s) and Dealer. As used herein, the use of the word "Agreement" refers to the front and back of this Purchase Agreement. The word "Buyer(s)" refers to the Buyer(s) signing this Agreement (whether singular or plural), while the "Dealer" refers to the Dealer antity signing this Agreement, and the term "Unit" refers to the product described below which Buyer(s) lefter purchasing. Buyer(s) acknowledge this Agreement is tally complete and that Dealer provided emple opportunity for Buyer(s) to read this Agreement prior to affixing alignatures heroto, and that Buyer(s) signed this Agreement under no duress from Dealer, and free from any influence of medication, alcohol, or any other factors that might affect the judgment or capacity of Buyer(s).

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Dealer makes no quarantee or warranty, everess or implied. This vehicle is sold by Desier "AS-IS" with no Desier guarantee or warranty, implied or express. Design does not affirm or adopt any menulacturer warranty(s) available to this tink or any of its components. DEALER HEREBY EXCLAIMS AND EXCLUDES FROM THIS SALE ALL WARRANTES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF FINESS. BUYERIS) ACKNOWLEDGE THIS DISCLAIMER IS MADE IN CAPITALIZED, BOLD AND UNDERLINED FONT, AND IS "COMPRISED SHAPE" Buyer(s) understand Design does not warrant the year of this Unit, the year of the chastis, or the year of any of its component parts, and that the menulacturer(s) of the Unit, chastis, or component is solely responsible for the year assigned to this Unit to the extent its year is reterenced in the Agreement. If Buyer(s) is an purchasing a "new" Unit as indicated above, Buyer(s) acknowledge that "new" means only that the Unit has not been proviously tiled although the Unit may have been used in a dome or a show, new does not create any warranty or expectation of value or performance. Buyer(s) understand and agree that if either of Buyer(s) or Design should breach this contract or if Buyer(s) institute any claim arising out of contract or the purchase of the Unit, the statute of limitation for any such claim is limited to one (1) year from the date of sale.

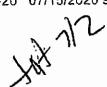
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Entire Agreement: No Bellange The written terms on the front and reverse side of this Agreement comprise the entire Agreement between Buyer(s) and Dezier, and Buyer(s) have read and understand the front and reverse side of this Agreement, No verbal, unwritten, electronic or other communication of any mature not contained in this Agreement was relied upon by Buyer(s), became part of the basis of Buyer(s) bargain, or is enforceable by Buyer(s) against Desier oven if alleged or determined to constitute fraud, freudulent inducement, or fraudulent misrepresentation and no such variety, electronic, or other communication shall invalidate this Agreement or any written provision hards, or serve as grounds for Buyer(s) rejection, rescitation, or revocation of acceptance of this Agreement or this Buyer(s) cannot seek or obtain any statutory, legal, equilable or other relief against Desier as a result thereot. Buyer(s) acknowledge and agree that all discussions, negotiations, advertisements, representations, and offended in this Agreement, and are not entercable against Dealer.

CAMPING WORLD RV SALES BRIDGEPORT DEALER SQUEET SALES MAYOUTH THE ANALYSIS Sec Important Additional Terms and Conditions on reverse side.

EXHIBIT "B"

CUSTOMER #: 117232



137711



MARK RUSSO

PAGE 1 7087 BRIAN BAINUM SERVICE ADVISOR: CELL:973-725-3648 LICENSE MILEAGE IN / OUT TAG MAKE/MODEL VIN COLOR YEAR A93KTG T3484 WDAPF4CC5H9722505 MB TRUCK SPRINTER 35 BLACK PROD, DATE WARR, EXP. PROMISED PO'NO. RATE PAYMENT NV. DATE DEL. DATE 18:00 28JUN19 179.00 CASH 01JUL19 01JAN17 DI R.O. OPENED READY OPTIONS: 11:43 28JUN19 16:44 01JUL19 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A 20180010005 NC3ZERTM17 CAUSE: CAMPAIGN 022085 OPERATIONS: UPDATE SOFTWARE FOR CDI CONTROL UNIT ACC. NO.:99 931 76, CODE: NC3ZERTM17 5726 ROBERTSON, CRAIG LIC#: 1 14 705 60.40分 74.20年代的 1 1 5 1 1006 多级 多级 经营 (N/C) 12173 UPDATED CDI SOFTWARE As per campaign, updated software in CDI 等。 表别 有奇 & performed SCN coding. ******** B CUSTOMER STATES A/C TEMP BUTTON PUSHED IN ... BEET PROPERTY OF STATES A/C TEMP BUTTON PUSHED IN ... CAUSE: LOOSE 684774 REMOVE/INSTALL CENTER COVER ONINSTRUMENT PANEL, REPLACE IF NECESSARY 二十二十四屆八四月前提出 施 计自己自己 5726 ROBERTSON, CRAIG LICH: 1 (N/C) WS 0.30 831918 CONTROL UNIT FOR A/C SYSTEM REPLACE (AFTER 1987) CHECK) されている。 Total Robertson Craig Licher は 自己 というできる 正常は優勝したいまし (N/C) WS 0.20 AC PUSHBUTTON MODULE IS NOT PROPERLY SECURED Checked AC Pushbutton module. Found left side of module is sunk into dash. R&R center dash trim panel. AC pushbutton module is not properly aligned on retaining lug. Re-secured AC pushbutton module. ******************************* C PERFORM MULTI-POINT INSPECTION

IF YOU ARE NOT 100% SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE SEE RECEPTIONIST OR DIAL (973) 227-3600 EXT. 7820

MPI PERFORM MULTI-POINT INSPECTION >

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5726 ROBERTSON, CRAIG LIC#: 1

STATEMENT OF DISCLAIMER
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Salier harnby expressly discissing at
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CUSTOMER SIGNATURE

	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
i	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

(N/C)

CAMPING WORLD RV SALES, LLC d/b/a GANDER RV SALES 8198 GANDER WAY

ROANOKE VA 24019 Ph: 1-888-772-1230

W/O: 29157

Customer Name: 2154269 - RUSSO,

GRISEL

Phone#(bus): Cell Phone:



Manufacturer: THOR MOTOR COACH

Brand; CHATEAU CITATION

Model: 24SR Length:

Seria#: NCT24SR0001049

Chassis#: WDAPF4CC5H9722505

Miles/Hrs; 6911

Purchased Date: 17 DEC 18 Warranty Date: 17 DEC 18 InService Date: 19 MAR 19



Promised Date: 25 MAR 19 Completed Date: Invoice#:

Job #: 1 - Warranty

Status: Completed

LEVELERS ARE NOT WORKING

Mechanic Cause; Ground wire screw head broke off.

Mechanic Correction: Install new ground screw to frame, test for proper operation.

Labor .3

Labor Code

Description LABOR Mechanic

Hrs 0.00

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Printed On: 3/19/2019 1:43:00PM © 2019 Integrated Dealer Systems



CAMPING WORLD RV SALES - LAKEWOOD 1359 RIVER AVE LAKEWOOD NJ 08701 (PH) 732-901-5757

WO #: 47783 (Appointment Date: 05 JUL 2019 - Time: 09:00am) Customer Name: 2154269 - RUSSO, Tag#: 3573

GRISEL

WO Date: 05 JUL 19

First Name: GRISEL ExtW Co: USP ExtW No:

Promised Date: 23 SEP 19 Completed Date: 19 SEP 19

Invoice#: 132375

Length:

Serial#; NCT24SR0001049

Chassis#: WDAPF4CC5H9722505

Miles/Hrs: 3746

Purchased Date: 17 DEC 18 Warranty Date: 17 DEC 18

InService Date:

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES: LEAK IN COUCH SLIDE OUT. IF IT RAINS HARD YOU WILL SEE A PUDDLE ON FLOOR NEAR THE DRIVERS SIDE SEAT. HAD A SEAL REPLACED AT BRI STORE BUT STILL LEAKING. INSPECT & ADVISE NEED PICTURES

CAUSE: CUP ON FRONT OF SLIDE IS PITCHED INWARD ALLOWING WTER TO OVERFLOW TO INSIDE OF COACH.

Per NM, cups angled inwards

CORRECTION: NEED TO INSTALL SHIMS UNDER CUP TO PITCH IT TOWARDS THE OUTSIDE. 1.0HRS. COMPLETE.

Labor Code Z992 Z992	Description Z990 SEALS	1	Mechanic NM FP	Total N/C N/C
Parts Part # 137859	Description CLEAR SILICONE	Qty 1.00	Price N/C	Total N/C
		Subtotal for .	Job #1;	0.00

Job #2 - External

COMPLAINT: CUSTOMER STATES: GPS/RADIO BLACKS OUT AT ALMOST EXACTLY 4 HOURS. INSPECT & ADVISE. GPS POSTION WILL FREEZE. UPDATE: CUSTOMER WAS ON TRIP AND THE UNIT WAS FLICKERING AND THEN WENT BLACK, THE BLUETOOTH GOES IN AND OUT AS WELL. NEED PICTURES. PLEASE CHECK AND ADVISE.

CAUSE: TEST DROVE UNIT TWICE AND RADIO/GPS WORKED BOTH TIMES FOR ENTIRE TRIP. CUSTOMER STATES NOT WORKING PROPERLY.

CORRECTION: COULD NOT DUPLICATE.

TEST DROVE UNIT WITH BLUETOOTH CONNECTED AND NAVIGATION RUNNING. DURING TEST DRIVE HEAD UNIT OPERATED PROPERLY WITH ZERO SIGNS OF FREEZING UP, BLACKING OUT, DISCONNECTING, OR ANY OTHER ISSUES.

COMPLETE.

Labor Code

Description

Mechanic

Total

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Z992 . Z990 Z992 Z990 NM TP 13.50 13.50

Subtotal for Job #2:

27,00

Job #3 - Warranty

COMPLAINT: Transferred to LAK*48295 on 19 SEP 19

Estimate amount was 0.00

CUSTOMER STATES: RATTLE IN THE DRIVER SIDE DOOR. INSPECT & ADVISE

CAUSE: NOISE IS COMING FROM AREA ABOVE DOOR WHERE OVERHANG ATTACHES TO CAB. WILL NEED ADDITIONAL TIME TO REMOVE TRIM AND SEE WHATS GOING ON INSIDE CAP: NOISE COMING FROM FRONT D/S CORNER.
Rattle/clicking sound near driver door.

CORRECTION: NEED ADDITINAL TIME TO GET IN THERE AND SEE WHAT IS MAKING NOISE. During course of test drive, a rattle/clicking/popping sound was heard above the driver's seat. Noise appears to be coming from above the door near where the overhang attaches to cab. Recommend removal of bunk and beauty cover plats in overhead bunk area in order to diagnose. Recommend additional test drive during diag to determine if noise is coming from bunk, beauty plates, or another cause. Need approx 1.5 hours for R&I of bunk, beauty plates, and further diag.

Labor Code Z992 Z992	Description Z990 Z990	Mechanic NM TP	Total N/C N/C
		Subtotal for Job #3:	0.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES: STITCHING IN COUCH/COMING APART - INSPECT & ADVISE.

CAUSE: STITCHING IS INDEED PULLING OUT.

CORRECTION: COUCH REPLACED.

COMPLETE.

Labor Code Z992 Z992	Description Z990 Z990	1	Viechanic VM FP	Total N/C N/C
Parts - Part # 0383651	Description SOFA, 60", TRIFOLD, TFN0019, KEEGAN DESERT/SHIMMER MAGNETITE, W/TOP STITCH	Qty 1.00	Price N/C	Total N/C
Other Se Code FRT	Description FREIGHT	Qty 1.00	Price N/C	Total N/C
		Subtotal for	Job #4:	0.00

Job #5 - External

COMPLAINT: CUSTOMER STATES: WINDOW BLIND INOP-DOES NOT ROLL UP. LEFT SIDE BEFORE BEDROOM. NEED PICTURES

CAUSE: STOPS NOT SET

CORRECTION: RESET STOP AND RISE SPEED. COMPLETE.

Labor			
Code	Description	Mechanic	Total
Z992	Z99 0	NM	0.00
Z992	Z990	TP	0.00



Subtotal for Job #5:

0.00

Job #6 - External

COMPLAINT: CUSTOMER STATES: WINDOW BLIND INOP - DOES NOT ROLL UP. RIGHT SIDE BEFORE-BEDROOM. NEED PICTURES

CAUSE: STOP AND SPEED NOT SET

CORRECTION: SET STOP AND RISE SPEED. COMPLETE.

Labor			
Code	Description	Mechanic	Total
Z992	Z990	NM	0.00
Z992	Z990	ajP ∵.	0.00
		Subtotal for Job #6:	0.00

Job #7 - External

COMPLAINT: CUSTOMER STATES: WINDOW BLIND INOP - DOES NOT ROLL UP. LEFT SIDE IN BEDROOM, NEED PICTURES

CAUSE: STOP AND RISE SPEED NOT SET.

CORRECTION: SET STOP AND RISE SPEED. COMPLETE.

Labor		······································		
Code	Description		Mechanic	Total
Z992	Z990	,,	, MM	0.00
Z992	Z99 0		TP	0.00
	·	*	Subtotal for Job #7:	0.00

Job #8 - External

COMPLAINT: CUSTOMER STATES: WINDOW BLIND INOP - DOES NOT ROLL UP, RIGHT SIDE IN BEDROOM, NEED PICTURES

CAUSE: STOP AND RISE SPEED NOT SET.

CORRECTION: SET STOP AND RISE SPEED, COMPLETE.

Subtotal	for Job	型 段•	0.00

Job #9 - External

COMPLAINT; CUSTOMER STATES; REFER DOOR DOES NOT SEAL FLUSH. VERY LOOSE AND FEELS A DRAFT, INSPECT & ADVISE.

CAUSE: GASKET IS MAKING CONTACT ALL THE WAY AROUND BOTH FRIDGE AND FREEZER. THERE CANT BE A DRAFT BECAUSE THERE IS NO FAN IN THIS REFER. NORCOLD N611RT 27101827

CORRECTION: COULD NOT DUPLICATE. COMPLETE.

Labor Code	Description	Mechanic	Total
Z992	Z990	NM	1.35
Z992	Z990	TP	0.00
2992	Z990	NM	13.50
		Subtotal for Job #9:	14.85

Job #10 - External

COMPLAINT: CUSTOMER STATES: ENTRY DOOR RATTLES VERY LOUD WHILE IN TRANSIT. INSPECT & ADVISE NEED PICTURES. 8/27 CUSTOMER STATES THE DOOR STILL WONT SEAL,

Case 2:20-cv-10062-SDW-LDW Document 1-1 Filed 08/05/20 CP2020 7220 420 PageID: 28 ESX-L-004748-20 07/15/2020 9:53:32 AM Pg 22 of 32 Trans ID: LCV2020 7220 420 PageID: 28 LOUK AL TOP RIGHT CORNER, PLEASE RE-VISIT.

CAUSE: ENTRY DOOR LOCK SQUEAKING. LUBE LOCK AND POST

CORRECTION: LUBE LOCK AND POST. NO AREAS WHERE METAL IS RUBBING. DROVE AGAIN AFTER LUBING AND NO MORE NOISE FROM ENTRY DOOR. COMPLETE.

Labor			
Code	Description	Mechanic	Total
Z992	Z990	NM	14,50
Z992	Z990	TP	14.50
Z993	BACKFLAG	TP	-14.50
Z993	BACKFLAG	MM	-14.50
		Subtotal for Jöb #10:	0.00

Parts Total: 0.00 ttabour Total: 41.85 Subject Total: 0.00 Extras Total: 0.00 Tax Total: 1.87

Tax Total; 1.87
Work Order Total: 43,72

DATE VEHICLE DROPPED OFF. 8 2 12019

DATE OF APPOINTMENT 8 27 2019

REPAIR COMPLETION DATE 9 19 2019

OWNER NOTIFIED OF COMPLETION & TIME, 1: 20 DATE

DATE RELEASED/COLLECTED 1019 2019

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM THAT THE WORK HAS BEEN COMPLETED TO MY/OUR SATISFACTION.

SIGNATURE OF CHRIST





CAMPING WORLD RV SALES - LAKEWOOD 1359 RIVER AVE LAKEWOOD NJ 08701 Ph: 732-901-5757

3. 1. 3

W/O: 47783 (Appointment Date: 05 JUL 2019 - Time: 09:00am) Customer Name: 2154269 - RUSSO,

GRISEL

Phone#(bus): Cell Phone:

Email: MVR2000@AOL.COM

WO Date: 05 JUL 19

Tag#: 3573

Brand: CHATEAU CITATION

Model: 24SR Length:

Serial#: NCT24SR0001049

Chassis#: WDAPF4CC5H9722505

Miles/Hrs: 3746

Purchased Date: 17 DEC 18 Warranty Date: 17 DEC 18

InService Date:

First Name: GRISEL ExtW Co: USP

ExtW No:

Promised Date: 27 AUG 19

Completed Date:

invoice#:

Job #::1 - Warrantyawa

Status: Completed

CUSTOMER STATES: LEAK IN COUCH SLIDE OUT. IF IT RAINS HARD YOU WILL SEE A PUDDLE ON FLOOR NEAR THE DRIVERS SIDE SEAT. HAD A SEAL REPLACED AT BRI STORE BUT STILL LEAKING, INSPECT & ADVISE NEED PICTURES

Mechanic Cause: CUP ON FRONT OF SLIDE IS PITCHED INWARD ALLOWING WTER TO OVERFLOW TO INSIDE OF COACH. --

Mechanic Correction; NEED TO INSTALL SHIMS UNDER CUP TO PITCH IT TOWARDS THE OUTSIDE. 1.0HRS.

Labor		·	
Code	Description	Mechanic	Hrs
Z992	Z990	NM	0.10
Z992	SEALS		0.90

Job #: 2 - Warranty

Status: D

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CUSTOMER STATES: GPS/RADIO BLACKS OUT AT ALMOST EXACTLY 4 HOURS. INSPECT & ADVISE, GPS POSTION WILL FREEZE, UPDATE: CUSTOMER WAS ON TRIP AND THE UNIT WAS FLICKERING AND THEN WENT BLACK, THE BLUETOOTH GOES IN AND OUT AS WELL. NEED PICTURES, PLEASE CHECK AND ADVISE.

Mechanic Cause: TEST DROVE UNIT TWICE AND RADIO/GPS WORKED BOTH TIMES FOR ENTIRE TRIP.

Mechanic Correction: COULD NOT DUPLICATE.

Labor			
Code	Description	Mechanic	Hrs
Z992	Z990	NM ·	0.10

Job #: 3 - Warranty

Status: Completed

CUSTOMER STATES: RATTLE IN THE DRIVER SIDE DOOR, INSPECT & ADVISE

Mechanic Cause: NOISE IS COMING FROM AREA ABOVE DOOR WHERE OVERHANG ATTACHES TO CAB. WILL NEED ADDITIONAL TIME TO REMOVE TRIM AND SEE WHATS GOING ON INSIDE CAP. NOISE COMING FROM FRONT DIS CORNER.

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ode 992	Description Z990	Mechanic NM	Hrs 0.10
		1	
b#:4-Wan		•,	
atus: Comple	TATES: STITCHING IN COUCH COMING A	PART - INSPECT & ADVISE.	
	•		, ,
echanic Caus	se: STITCHING IS INDEED PULLING OUT.		Fr. C. Sec.
nobania Carr	ection: WILL NEED TO R&R COUCH. WRO	TE CARD	19.
	ection. WILL MEED TO NOW COOCH. VINC	TE CARD.	
abor	Daniella	****	l lea
Code	Description	Mechanic	Hrs 0.10
2992 2992	Z990 Z990	, NM A	0.10
	2880		0.40
Parts ——— Part#	Description	· Status	Qty
0383651	SOFA, 60", TRI-FOLD, TFN0	1.00 On Hand	1.00
O ther Serv i Code	Description		Oh
FRT	FREIGHT	. *	Qty 0.00
•	•		0.00
ob #: 6 - Ext	ernal () yet - yet - tree		
tatus: C			
USTOMER S	STATES: WINDOW BLIND INOP - DOES NO	OT ROLL LIP LEFT SIDE BEFOR	E BEDROOM
		STATE OF LEE TO OBE DETOIL	
EËD PICTUI	RES	, HOLL OF LEIT OIDE DEFOIL	L DEDITOON
EËD PICTUI	RES	, Holl of Left Gible beyork	
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EËD PICTUI lechanic Cau lechanic Con	RES		
EËD PICTUI lechanic Cau lechanic Con Labor ———	RES ISE: STOPS NOT SET rection: RESET STOP AND RISE SPEED. C	OMPLETE.	
EËD PICTUI lechanic Cau lechanic Con Labor ——— Code	RES USE: STOPS NOT SET Trection: RESET STOP AND RISE SPEED. C	OMPLETE. Mechanic	Hrs
EËD PICTUI lechanic Cau lechanic Con Labor ———	RES ISE: STOPS NOT SET rection: RESET STOP AND RISE SPEED. C	OMPLETE.	Hrs
EËD PICTUI lechanic Cau lechanic Con Labor ——— Code	RES ISE STOPS NOT SET rection: RESET STOP AND RISE SPEED. C Description Z990	OMPLETE. Mechanic	Hrs
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext itatus; C	RES ISE STOPS NOT SET rection: RESET STOP AND RISE SPEED. C Description Z990	OMPLETE. Mechanic NM	Hrs 0.10
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext itatus; C	RES ISE STOPS NOT SET rection: RESET STOP AND RISE SPEED. O Description Z990 Sernal STATES: WINDOW BLIND INOP - DOES NO	OMPLETE. Mechanic NM	Hrs 0.10
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext itatus; C	RES ISE STOPS NOT SET rection: RESET STOP AND RISE SPEED. C Description Z990	OMPLETE. Mechanic NM	Hrs 0.10
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EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext Italus; C USTOMER:	RES ISE STOPS NOT SET rection: RESET STOP AND RISE SPEED. O Description Z990 Sernal STATES: WINDOW BLIND INOP - DOES NO	OMPLETE. Mechanic NM	Hrs 0.10
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext italus; C :USTOMER: EEDROOM, N Mechanic Cau	RES ISE STOPS NOT SET rection: RESET STOP AND RISE SPEED. O Description Z990 SERNAL STATES: WINDOW BLIND INOP - DOES NO NEED PICTURES	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO	Hrs 0.10
EËD PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext italus; C :USTOMER: EDROOM, N Mechanic Cau Mechanic Cor	RES ISEE STOPS NOT SET TRECTION: RESET STOP AND RISE SPEED. OF THE PROPERTY	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO	Hrs 0.10
EED PICTUR lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext Italus; C USTOMER: BEDROOM, N Mechanic Cau Mechanic Cor Labor	RES USE: STOPS NOT SET Trection: RESET STOP AND RISE SPEED. CO. Description Z990 RETRAL STATES: WINDOW BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. CO.	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO	Hrs 0.10 RE
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EED PICTUR lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext Italus; C USTOMER: BEDROOM, N Mechanic Cau Mechanic Cor Labor Code Z992	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. OF Description Z990 SETATES: WINDOVV BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO	Hrs 0.10 RE
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext status; C USTOMER: EEDROOM, N Mechanic Cau Mechanic Cor Labor Code Z992	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. OF Description Z990 SETATES: WINDOVV BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO MPLETE. Mechanic	Hrs 0.10 RE
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext status; C USTOMER: BEDROOM, N Mechanic Cau Mechanic Cor Labor Code Z992 lob #: 7 - Ext Status; C	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. OF Description Z990 SETATES: WINDOVY BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990 Itemal	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO MPLETE. Mechanic NM	Hrs 0.10 RE Hrs 0.10
EED PICTUR lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext tatus: C USTOMER: Code Z992 lob #: 7 - Ext Status: C CUSTOMER COUSTOMER	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. OF Description Z990 SETATES: WINDOVV BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO MPLETE. Mechanic NM	Hrs 0.10 RE Hrs 0.10
EED PICTUI lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext status; C USTOMER: BEDROOM, N Mechanic Cau Mechanic Cor Labor Code Z992 lob #: 7 - Ext Status; C	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. OF Description Z990 SETATES: WINDOVY BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990 Itemal	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO MPLETE. Mechanic NM	Hrs 0.10 RE Hrs 0.10
EED PICTURES lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext ltatus; C USTOMER: Code Z992 lob #: 7 - Ext Status; C CUSTOMER PICTURES	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. OF Description Z990 SETATES: WINDOVY BLIND INOP - DOES NOT SEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990 Itemal	Mechanic NM OT ROLL UP, RIGHT SIDE BEFO MPLETE. Mechanic NM	Hrs 0.10 RE Hrs 0.10
EED PICTURES Mechanic Cau Mechanic Con Labor Code Z992 Ob #: 6 - Ext Mattalus; C USTOMER: Code Z992 Mechanic Cau Mechanic Cau	RES ISEE STOPS NOT SET TRECTION: RESET STOP AND RISE SPEED. CO Description Z990 SETATES: WINDOW BLIND INOP - DOES NO NEED PICTURES USE: STOP AND SPEED NOT SET TRECTION: SET STOP AND RISE SPEED. COM Description Z990 SETATES: WINDOW BLIND INOP - DOES NO USE: STOP AND RISE SPEED NOT SET.	Mechanic NM OT ROLL UP. RIGHT SIDE BEFO MPLETE. Mechanic NM OT ROLL UP. LEFT SIDE IN BED	Hrs 0.10 RE Hrs 0.10
EED PICTURES Mechanic Cau Mechanic Con Labor Code Z992 Ob #: 6 - Ext Mattalus; C USTOMER: Code Z992 Mechanic Cau Mechanic Cau	RES ISEE STOPS NOT SET Trection: RESET STOP AND RISE SPEED. CO Description Z990 SETATES: WINDOW BLIND INOP - DOES NO NEED PICTURES USE: STOP AND SPEED NOT SET Trection: SET STOP AND RISE SPEED. COM Description Z990 STATES: WINDOW BLIND INOP - DOES NO STATES: WINDOW BLIND INOP - DOES NO STATES: WINDOW BLIND INOP - DOES NO	Mechanic NM OT ROLL UP. RIGHT SIDE BEFO MPLETE. Mechanic NM OT ROLL UP. LEFT SIDE IN BED	Hrs 0.10 RE Hrs 0.10
EED PICTUR lechanic Cau lechanic Con Labor Code Z992 ob #: 6 - Ext Italus: C USTOMER: IEDROOM, N Mechanic Cor Labor Code Z992 lob #: 7 - Ext Status: C CUSTOMER PICTURES Mechanic Cau Mechanic Cau Mechanic Cau	RES ISEE STOPS NOT SET TRECTION: RESET STOP AND RISE SPEED. CO Description Z990 SETATES: WINDOW BLIND INOP - DOES NO NEED PICTURES USE: STOP AND SPEED NOT SET TRECTION: SET STOP AND RISE SPEED. COM Description Z990 SETATES: WINDOW BLIND INOP - DOES NO USE: STOP AND RISE SPEED NOT SET.	Mechanic NM OT ROLL UP. RIGHT SIDE BEFO MPLETE. Mechanic NM OT ROLL UP. LEFT SIDE IN BED	Hrs 0.10 RE Hrs 0.10
EED PICTURES Mechanic Cau Mechanic Con Labor Code Z992 Ob #: 6 - Ext Mattalus; C USTOMER: Code Z992 Mechanic Cau Mechanic Cau	RES ISEE STOPS NOT SET TRECTION: RESET STOP AND RISE SPEED. CO Description Z990 SETATES: WINDOW BLIND INOP - DOES NO NEED PICTURES USE: STOP AND SPEED NOT SET TRECTION: SET STOP AND RISE SPEED. COM Description Z990 SETATES: WINDOW BLIND INOP - DOES NO USE: STOP AND RISE SPEED NOT SET.	Mechanic NM OT ROLL UP. RIGHT SIDE BEFO MPLETE. Mechanic NM OT ROLL UP. LEFT SIDE IN BED	Hrs 0.10 RE Hrs 0.10

1

Z990

NM

0.10

Job #: 8 - External

Status: C

CUSTOMER STATES: WINDOW BLIND INOP - DOES NOT ROLL UP, RIGHT SIDE IN BEDROOM.
NEED PICTURES

Mechanic Cause: STOP AND RISE SPEED NOT SET.

Mechanic Correction: SET STOP AND RISE SPEED. COMPLETE.

Labor Code Z992

Description

Z990

Mechanic

NM.

; Hrs ⊪0.10

Job #: 9 - External

Status: C

CUSTOMER STATES: REFER DOOR DOES NOTSEAL FLUSH. VERY LOOSE AND FEELS A DRAFT. INSPECT & ADVISE.

Mechanic Cause: GASKET IS MAKING CONTACT ALL THE WAY AROUND BOTH FRIDGE AND FREEZER. THERE CANT BE A DRAFT BECAUSE THERE IS NO FAN'IN THIS REFER. NORCOLD N611RT 27101827

Mechanic Correction: COULD NOT DUPLICATE.

Labor Code Z992

Description 2990 Mechanic NM Hrs 0.10

Job #: 10 - External

Status: C

CUSTOMER STATES: ENTRY DOOR RATTLES VERY LOUD WHILE IN TRANSIT. INSPECT & ADVISE NEED PICTURES. 8/27-CUSTOMER STATES THE DOOR STILL WONT SEAL, LOOK AT TOP RIGHT CORNER. PLEASE RE-VISIT. . . .

Mechanic Cause: ENTRY DOOR LOCK SQUEAKING, LUBE LOCK AND POST

Mechanic Correction: LUBE LOCK AND POST. NO AREAS WHERE METAL IS RUBBING. DROVE AGAIN AFTER LUBING AND NO MORE NOISE FROM ENTRY DOOR.

Labor Code Z992

Description Z990 Mechanic NM Hrs 0.10

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AGOT RO WITH DIAG ASAP CUST PICKING UP 7/7. INFORMED AMANDA WHEN I PICKED UP RO NOT LIKELY TO GET IN SHOP IN THIS TIME FRAME.

7/6 DIAGS COMPLETE BACK TO AB

07/06/2019 - CUSTOMER WILL PICK UP UNIT AND RETURN UNIT AFTER

TRIP FOR WARRANTY REPAIRS (AB)

07/06/2019 - REMINDER ***WHEN CUST CAME TO PICK UP UNIT, ENTRY DOOR LOCK COATING LOOKS LIKE THE FINISH WAS TARNISHED FROM CHEMICAL USED TO LUBRICATE DOOR FROM JOB #10 - NEED TO SEE IF WE

CAN PAINT? (AB)

7/16/19 - RECEIVED CLAIM TO SUBMIT ON 7/15/19 - SUBMITTED FOR

JOBS #1 AND # 4 ALL OTHERS ARE ADJUSTMENTS THAT ARE CUSTOMER PAY

MAINTAINANCE OR NEVER DIAGNOSED / BGM

7/17/19 - STILL PENDING AUTH / BGM

7/18/19 - STILL PENDING AUTH / BGM

7/19/19 - PENDING AUTH STILL / BGM

7/22/19 - THOR AUTHORIZED AS JOB# 1 AND TO REPLACE THE SOFA SEAT FOR JOB #4 ALL OTHERS ARE DENIED / ADJUSTMENTS / MAINTAINANCE /..

PARTS CARD TO BRYAN / RO TO AB / BGM

7/22 SOFA ORDERED BU

7/31 EMAILED CUSTOMER UPDATE, - Good evening,

I am Megan Sutera, a service advisor at Camping World of Lakewood.

I wanted to reach out to let you know that Amanda is no longer working here and that I have taken over your

I will reach out to you when it is time to schedule you to come back for you repairs to be completed, You currently have parts on order.

Thank you

-MS

8/22 SOFA HERE -KVH

I hereby authorize the repair work herein set forth to be done with the nucressary parts and materials. I agree that Casping World RV Salas (CW) is not responsible for loss or damage to the vahicle or trailer in the case of fire, theft or any other cause beyond it's control or for any delays caused by unavaliability of parts or delays in parts shipments by the supplier or transporter. I hereby grant EM permission to operate the vehicle or trailer herein described on streets, highways or eleathere for the purpose of testing or inspection. I agree that CN is not responsible for the loss or spoliage of parkshable items left in the vehicle or trailer nor for damage to webside or trailer during test drives due to coad hazards. I understand that I am responsible for the vehicle or trailer nor for damage to whicle or trailer that such in the service of the service of the loss or spoliage of parkshable items left in the vehicle or trailer nor for damage to whicle on trailer to the amount of repairs thereto. All parts removed will be discerded unless instructed otherwite by notation on the workerder. Any repairs completed as a discount or at no charge ers considered Customer accommodation from CN and in no way constitutes an express or implied warranty, nor does it modify any contract term or warranty, if any, then in sifect. Out to price increases estimates are valid for 60 days from the astimate date. I understand starage charges of \$20.00 par day mill accrue if I fail to pick up my vehicle or tealier within 3 days, evolutive of Saturday, Sunday, and any logal holiday, after notification of the completion of authorized terminal trails for any advanced for body and property damage, collision, fire, theff and fully comprehensive coverage. I echnomicage that my insurance will cover any such damage to the extent that the loss is not caused by CN. I acknowledge that I will be responsible for any deductive due.

I DO NOT WIRE TO RECEIVE ANY FURTICA ESTHART, ELTHER MELYTEN OR GAAL, TO WHICH I HAY OF ENTITLED BY LAM, DEPORE R

EXPRESSED CONSCIT

EVERY EFFORT IS HADE TO ENSURE THAT ANY SERVICE OF, OR REPAIR TO, YOUR VEHICLE IS PERFORMED IN A THRELY HANNER, NO LATER THAN THIRTY (30) DAYS FROM THE DATE YOUR VEHICLE IS ACCEPTED FOR SERVICE OR REPAIR. HOHEVER, IN SOME CASES, DELAYS IN OBTAINING PARTS OR MARRANTY AUTHORIZATIONS AS WELL AS DIVER CRECEPTED TO CASES, HAY CASES THIS TIME FRAME TO BE EXCEEDED. IN THOSE CASES, WHERE REPAIRS OR SERVICE EXCEED THIRTY (30) DAYS, YOUR SIGNATURE SELDN CONSTITUTES YOUR EXPRESS CONSENT THAT OF MAY RETAIN YOUR VEHICLE FOR SUCH ADDITIONAL REASONABLE TIME HECESSARY TO ALLON COMPLETION OF YOUR ARGUESTED RETAINS OR SERVICE. I HAVE READ THIS CONSENT AND THAT CHIEF HAS EXPLAINED IT TO ME AND I AGREE TO IT'S TERMS. I ACKNOWLEDGE THAT THIS CONSENT IS YOULMTRAY AND THAT ON WILL PERFORM ANY MARRANTY REPAIRS KYEN IT! DID NOT SIGN THIS CONSENT.

By signing below, I expressly authorize CM, blong with its egonts and offiliates, to call me or sand me recorded mesanges or texts about their products or services, using automated technology, to this telephone number which I certify is my own number. I understand that I am not required to consent in order to purchase.

8 27 2019

STONATURE

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VICCIO INC	WALLS. PLEASE CHECK	, alb i top:	~~~~~\\\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \	~
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WAS NOT OUT DURING ANY KIND OF WIND STORM PLEASE CHECK AND ADVISE.

CAUSE: seems like awning was hit by something there scratches going along the rv awning side too need approved (part required) to replace awning

CORRECTION: five hours to replace

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Labor



ESX-L-004748-20 07/15/2020 9:53:32 AM Pg 28 of 32 Trans 1D: Lc V2020 2220 4340 PageID: 34 Case 2:20-cv-10062-SDW-LDW Mechanic Z992 Z990 ĞL N/C **Z992** AWNING N/C Subtotal for Job #3: 0.00Job #4 - External COMPLAINT: CUSTOMER STATES THE LIVING AREA ROOF A/C DRIPS OFF THE ROOF OVER INTO THE AWNING MOTOR RIGHT NEXT TO ENTRY DOOR, WATER WILL ALSO DRIP ONTO THE ENTRY DOOR. PLEASE CHECK AND ADVISE. CAUSE: checked roof seen tracks where water runs down to gutters are clogged with stuff need to clean out Denied (maintena CORRECTION: .2 to clean Labor ≪Mechanic Code Description Total Z992 Z990 GL 14,50 Other Services Code Description Qty Price **Total** SHIPPING & HANDLING DFRT 1,00 20,00 20.00 RECOVERY **SS2** SHOP SUPPLIES **10.88** 1.00 10.88 Subtotal for Job. #4: 45.38 Job #5 - External ₹\$* COMPLAINT: CUSTOMER STATES THE LIVING ROOM ROOF AIC WHILE TURNED ON AND WHEN IT KIS RAINING WATER WILL POUR INTO THE UNIT. PLEASE CHECK AND ADVISE. CAUSE: seems like the water from ac running down into a comer on roof where theres a gap that needs to be sealed see pic CORRECTION: 4 to spot seal the corner on the roof where water can be comin inside also (maintenanc Labor Code Description Mechanic Total Z992 Z990 GL 14.50 Subtotal for Job #5: 14.50 * can don Job #6 - Warranty COMPLAINT: CUSTOMER STATES THERE IS A MAJOR LEAK IN THE SKYLIGHT WHEN RAINING. THE CUSTOMER STATES THEY HAD TO USE BUCKETS TO CATCH THE WATER, PLEASE CHECK AND ADVISE. CAUSE: seems like leak can be coming from same spot where theres a gap on roof needs to be resealed CORRECTION: need 0.4 to reseal gap on roof Labor Code Total Description Mechanic

Z992 Z990 GL N/C 2992 SKYLIGHT NC

> 0,00 Subtotal for Job #6:

Job #7 - External

COMPLAINT: CUSTOMER STATES THE MAIN WATER VALVE AT CITY WATER IS GUSHING OUT OF THE BOTTOM WHEN TURNED ONTO CITY FILL AND HOSE IS HOOKED UP. PLEASE CHECK AND ADVISE.

CAUSE: hooked water hose to city nothing was gushing down could have been that the valve to fresh tank

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Labor - Code 2992 ob #8 - War	Description Z990				
Z992 			Mechanic	Total	
ob #8 - War			GL	14.50	
ob #8 - War			Subtotal for Job #7:	14.50	
OMPLAINT	CUSTOMER ST	TATES THE VINYL FLO SEATS, PLEASE CHEC	OOR IS LIFTING WHILE DRIVING RIGHT E	Flo GUI	idan
AUSE: che	k with hollywood	see if he can do some	thing looks like is the wood underneath floo	flo	06 G
ORRECTIO	N: done			301	401
Labor - Code 2992	Description 2990		Mechanic GL	Total N/C	
			Subtotal for Job #8:	0.00	
ot to work			shaft in middle disconnected causing the o	place S	m) f c
ot to work ORRECTION Labor - Code	ON: two hour to re Description	ne side goes down thini	approved to re	Place S (part re Total N/C	ilu)te
ot to work ORRECTION Labor - Code 2992	ON: two hour to re	ne side goes down thini	approved to re only.	Place S (part re Total	an,le
ot to work CORRECTION Labor Code Z992 Z992 Ob #10 - W COMPLAINT	Description Z990 SWITCH	ne side goes down think eplace stabilibzer TATES THE FURNACI	Opproved to re on y Mechanic GL Subtotal for Job #9: E WOODEN VENT THAT CLICKS ON DOE	Place S (part re) Total N/C N/C 0.00	quire
CORRECTION CORRECTION Labor Code Z992 Z992 Z992 COMPLAINT COMPLAIN	Description Z990 SWITCH arranty CUSTOMER S	ne side goes down think eplace stabilibzer TATES THE FURNACI AND ADVISE.	Opproved to re only Mechanic GL Subtotal for Job #9:	Place S (POUT) PE Total N/C N/C 0.00 S NOT	quire
CORRECTION Labor Code Z992 Z992 Job #10 - W COMPLAINT STAY ON. P	Description Z990 SWITCH arranty CUSTOMER S LEASE CHECK	ne side goes down think eplace stabilibzer TATES THE FURNACI AND ADVISE.	Opproved to re on y Mechanic GL Subtotal for Job #9: E WOODEN VENT THAT CLICKS ON DOE	Place S (POUT) PE Total N/C N/C 0.00 S NOT	quire

CAUSE: no gasket present in this location, needs some kind of gasket to seal the outside of slide where water drips too

